

Supervisor Excellence Course Descriptions

Course Title	Course Description	No of Class Days
Professional Development Planning	<p>Introduces professional development plans (PDPs) to you and encourages you and your managers to utilize them. By the end of the day, you'll be able to:</p> <ul style="list-style-type: none"> • Describe what a Professional Development Plan is, • Write a PDP using the PDP Worksheet, • Explain what a SMART Goal is, and • List what can get in the way of a successful performance development planning process. 	1
After All, You're the Supervisor	<p>Basic introductory class for supervisors. After completing this CRM Learning video-based course, the new supervisor will be able to apply nine components of supervisory success including:</p> <ul style="list-style-type: none"> • Describing the responsibilities of supervision, • Setting clear and professional boundaries, • Assigning and prioritizing individual work tasks, • Developing staff members' skills in solving problems, • Being accessible, • Communicating effectively across the organization, • Modeling desired behavior, • Disciplining effectively, and • Recognizing achievement. 	1
Communication Skills for Supervisors	<p>Have you ever wondered what that furrowed frown or look of bewilderment on your employee's face really meant? Have you wished that you could find that one magic way to communicate without putting someone on the defense? During this program participants will:</p> <ul style="list-style-type: none"> • Learn how emotions impact the communication process, • Discover ways to be more aware of the non-verbal communication sent out by themselves and others, • Learn how to develop their Myers Briggs Type Indicator to better meet the communication needs of other styles, and • Apply the 5 skills of non-defensive communication. 	1
Managing Conflict and Stress	<p>Take this class to learn how you can dial down your stress level and maintain your top-level performance. We all know what a stress-induced rush of adrenaline feels like-and that it can dramatically increase our focus and boost our performance. But if that rush of adrenaline and other stress hormones becomes a constant, our ability to focus, think creatively, and perform at our peak is impaired.</p>	1

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Supervising Assertively	<p>This course is about leading staff members with a level of authority that holds them accountable, while also engaging them in the accomplishment of the organization's mission and goals.</p> <p>Upon completing this program, the supervisor will:</p> <ul style="list-style-type: none"> • Describe non-assertive behaviors, • Explain why assertiveness is more effective - overall - than the non-assertive behaviors, • Describe the characteristics of an assertive supervisor, • Apply assertive behaviors in the workplace 	1
Supervising in the Public Sector	<p>If you're a new supervisor, particularly if you're from the private sector, you probably spent your first few days on the job asking questions like, "Why do we do this?" and, "When do we do that?" and "How come we don't do it my way?" You'll find the answers to why, when, and how in our Supervising in the Public Sector course. In this course, you will learn the basics of Ohio's governmental structure, and begin to understand what it means to be a public servant in Ohio.</p>	1
Rewarding and Recognizing Employees	<p>In 2003, Bob Nelson summed up the essence of good praise by combining four simple phrases:</p> <p>"I saw what you did; I appreciate what you did; here's why it's valuable; here's how it makes me feel." Experts agree that this is still one of the most effective ways to recognize your employees for a job well done. Find out what else the experts say about Rewarding and Recognizing Employees through tough economic times in this course</p>	1
Coaching to Improve Work Performance	<p>This course engages supervisors and managers in learning what the essentials of performance are, and how to analyze an individual staff member's performance problem so as to avoid working from assumptions.</p> <p>During Part I, participants will also learn how to prepare for a coaching to improve work performance session and how to conduct the session.</p> <p>Part II is learning put to practice. Participants will come back to class with an at-work performance problem that they have analyzed; they will then prepare the session for coaching and practice the delivery with a learning partner to receive on-the-spot assistance from the partner and facilitator.</p> <p>Participants will need to attend both days (in succession) to complete this course.</p>	2
Supervisory Excellence	<p>For those who want to be immersed in supervision and leadership knowledge and skills, the week-long Supervisory Excellence program is for you! Topics include:</p> <ul style="list-style-type: none"> • Roles and responsibilities of supervision, • Team building, • Performance management essentials, • Leadership, • Rewards and recognition, and • Additional current event topics that are regularly added. <p>Supervisors attending this program will network with one another and learn and apply supervision and leadership concepts together. If you choose to attend this program, get ready to work (and have some fun) - every supervisor is expected to contribute and participate in the learning process.</p>	5